



Vol. 14, No. 2, 2001 update from the California Department of Motor Vehicles

Courts-in-DMV Project Hailed as Major Success

The Courts-in-DMV project is being hailed by DMV managers and court officials as a very successful program that has helped more than 95,000 DMV customers resolve their court problems at a DMV field office. Ventura County courts have an employee stationed at the Oxnard field office. Fresno County courts have one employee each assigned to Fresno and Fresno North field offices.

When it is determined that a court clearance is needed before a DMV transaction can be completed, the customer is referred to the court window located in the DMV office. The court employee can assist the DMV customer on site to resolve the court needs, rather than send the customer back to the court for resolution of the problem, and then back to DMV.

Ventura County Superior Court reports its success with the project as “overwhelming.” When the court joined the project in 1992, it assisted about 200 DMV customers a month. Recently, the court reported that about 1,800 customers a month are helped. Fresno Superior Court joined the program in 1999 at the Fresno North office and was helping about 400 customers a month. The court representative now assists more than 700 customers each month. Fresno DMV opened its court window in 2000, also helping about 400 customers a month. That figure has climbed to about 650 customers each month.

The court employees accept payments for failure-to-appear, failure-to-pay tickets, and bail forfeitures. They also handle traffic school requests. These services result in faster and more efficient service for the customer, DMV, and the courts.

DMV’s Justice and Government (JAG) Liaison Branch is working with the Los Angeles County Superior Court in Compton to place a court employee in the Bellflower field office. JAG continues to solicit courts that may be interested in participating in the program.

‘Why Wait in Line When You Can Go Online?’

Bearing the slogan, “Why Wait in Line When You Can Go Online?,” DMV demonstrated its online, self-service, appointment scheduling system during the annual Government Technology Conference in spring at the Sacramento Convention Center.

DMV’s exhibit was part of the conference’s Government Solutions Center, which is a showcase for celebrating and sharing successful applications of technology in government. Visitors to the DMV booth during the exposition portion of the conference had access to two personal computers demonstrating how easy it is to make an appointment on the Internet at www.dmv.ca.gov. Two more computers, which were “live” and connected to DMV’s Internet site, allowed visitors to make online appointments or complete their vehicle registration renewals. Both the

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Los Angeles Board of Supervisors Honors DMV Director

Los Angeles County Supervisor Yvonne Brathwaite Burke presented DMV Director Steven Gourley with a certificate of commendation for the 17 years he served as a member of the county's Commission on Judicial Procedures.

Gourley was a member of the commission from 1984 until January of this year, when his appointment as DMV director was confirmed by the State Senate.

At the presentation July 24 during a meeting of the Los Angeles County Board of Supervisors, Gourley was commended for his many years of public service and his work on the commission, including two stints as commission chairman. During his tenure, the commission tackled numerous difficult issues for the Board of Supervisors, including the capping of attorney and expert

witness fees paid by the county on behalf of indigent defendants; the creation of a second public defender's office; tort reform; and the recent creation of a pilot self-help program in the county courthouse for individuals attempting to represent themselves.

Gourley's favorite assignment, however, was the investigation of the juvenile dependency court, which had been "temporarily" lodged in the criminal courts building for more than 11 years. Gourley said this "misplacement" of the juvenile dependency court caused intolerable conditions for abused, neglected, and abandoned children, who were required to appear in that court at the same time the court was dealing with violent criminals, often in chains, accused of serious crimes.

After an extensive investigation, Gourley and the commission recommended that a new juvenile dependency court be given the highest priority.

As a result of the commission's recommendation, the Board of Supervisors moved the juvenile

dependency court to the top of its capital construction list, and the Ed Edelman Courthouse was opened on June 22, 1992.

The commission recommended that the new structure be built with children in mind in an attempt to make the courthouse less intimidating and more child-friendly. To this end, the commission recommended that the people who would work in the new courthouse — judges, county counsel, social workers, defense counsel, etc. — actually design the building. The new building has been widely praised for its design.

"I want to thank Yvonne and the Board of Supervisors for this great honor," Gourley said during the presentation. "I believe in public service, and I appreciate the opportunity they have given me to serve the public."

As a lawyer, Gourley had practiced securities law for more than 26 years when Governor Gray Davis appointed him as DMV director in January 2000. He also served as a council member and as mayor of Culver City from 1988 to 1996.



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DUI Treatment Provider Links on Web

The DMV Internet website at www.dmv.ca.gov contains several links to the Department of Alcohol and Drug Program's (DADP) Internet listing of licensed Driving Under the Influence (DUI) treatment program providers.

A driver cited for DUI or whose driving privilege has been suspended for DUI is usually required to attend and complete an approved treatment program. The licensed provider must conduct this program in order for the motorist to qualify for a restricted license or full reinstatement of the driving privilege.

Until the listing of licensed providers became available on DADP's Internet site, DMV's website could only advise customers to contact their local court or call DMV for information about the providers. In a matter of seconds, DMV Internet customers may now move directly from various information locations in the website to the most current listing of providers.

Perspective: Conservation Is Working—Here Are More Ideas

Comments by Secretary Maria Contreras-Sweet, Business, Transportation and Housing Agency



California residents have cut energy use by 11 percent, exceeding Governor Gray Davis' goal of 10 percent. It appears

that this summer has not been as stressed as originally predicted, largely due to the dramatic and effective program this administration created.

Self congratulations aside, this is a good time to review our efforts and check into some more recommendations from experts in energy conservation, so I am turning the rest of this column over to them and to you, with thanks for a job well done.

Choose Energy Star® products:

- Buy Energy Star® certified table lamps and light fixtures, and replace your incandescent light bulbs that are used more than two hours per day with Energy Star® compact fluorescent bulbs. For example, install compact fluorescent bulbs in your porch light if you leave it on overnight. (Savings: for each bulb you'll save two percent for each hour the bulb operates. Therefore, replacing an incandescent bulb that burns 10

hours per day will save two percent)

- Buy Energy Star® certified torchieres. (Savings: up to one percent for each hour/day that it's on)
- Install an Energy Star® programmable thermostat. (Savings: one-three percent)

Good energy saving investments:

Good energy saving investments:

Planning to do some remodeling soon? Time to replace old appliances? Consider these energy efficiency suggestions when you make purchases.

Install a whole house fan—A whole house fan is permanently installed in your attic draws cool air into your home through the windows while forcing hot air out through your attic vents. Use after sundown when the outside temperature drops below 80 degrees, and in the early morning to cool your house and help reduce your air conditioning use. (Savings: up to five percent)

Install window shading—Install patio covers, awnings, and solar window screens to shade your home from the sun. For additional future savings, use strategically planted trees, shrubs, and vines to

shade your home. (Savings: five percent)

Invest in a new air conditioner unit—If your air conditioner is on the way out, buy an Energy Star® air conditioner. (Save: up to 10 percent)

Seal your ducts—Leaking ductwork accounts for 25 percent of cooling costs in an average home, so have your ducts tested and have any leaks or restrictions repaired by a qualified contractor. Note: Duct cleaning is not the same as duct sealing. (Save: 10 -20 percent)

Replace your refrigerator with an Energy Star® model—Refrigerators with a top or bottom freezer design can save you an additional two-three percent on your bill compared to a side-by-side design.

Increase attic insulation—If the existing insulation level is R-19 or less, consider insulating your attic to at least R-30. (Savings: 10 percent)

Install Energy Star® windows—If your windows are due for replacement, Energy Star® windows can make your house more comfortable year-round. (Savings: up to 10 percent)

For more information, check out www.flexyourpower.ca



New Toll-Free Number for Reporting Identity Theft/Fraud to DMV

The DMV's new toll-free number for the public to report instances of identity theft is 1-866-658-5758.

By making the number available, the Investigations and Audits Division (IAD) staff provides the public with a single point of contact to report identity theft/fraud. Technicians review suspect records and provide customers

with other important information about how to obtain a new driver license/identification card number, if appropriate, and protect their identity.

In addition, DMV has released two Fast Facts brochures, "Identity Theft" (FFDL 24), which covers information on DMV's efforts to minimize the

risk of identity theft, and "Identity Fraud" (FFDL 25), which provides resources to contact for those who are victims of identity fraud. Information regarding identity theft, along with the brochures, can be found on the department's website at www.dmv.ca.gov. Identity theft/fraud can be reported by email at www.dlfraud@dmv.ca.gov.

Promoting Driver Safety Through Education, Sharing Resources

DMV representatives staffed a booth and videos at the 49th annual California Association for Safety Education (CASE) Conference held in South Lake Tahoe on April 21 and 22.

CASE is an advocacy group that promotes driver safety by soliciting information on that topic from public and private sectors and making it available to the motoring public through publications and conferences, such as this one.

Speakers for the conference included the director of the National Office of the American

Automobile Association and representatives from the California State Department of Education, California Teachers Association, Alberta (Canada) Motor Vehicle Association, and Driver Training Technology Inc., which uses state of the art technology as an educational tool to convey driver safety.

DMV's booth offered the latest publication of the *California Driver Handbook*, the *Parent/Teen Guide*, and a number of fast facts related to California motor vehicle laws. In addition, DMV provided

attendees a set of four videos produced by the department's Audio/Visual Services Section. The set includes "Sharing the Road," "The California Driver License," "Rules of the Road," and "Safe Driving Practices." The video messages serve as enhancements to—not a replacement for—studying the *California Driver Handbook*.

Go Online

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appointments and vehicle renewal systems are connected to the governor's portal and can be accessed by going to www.my.ca.gov.

Vehicle registration renewal online has been in production since April 2000 with more than 300,000 registrations renewed and about \$54.5 million in fees collected.

DMV customers have made more than 354,000 online registration and driver license appointments via the Internet since that service became available in January 2001.

California Driver Handbook Wins Award

The California Driver Handbook, produced by the DMV's Publishing and Online Information Branch, has won an American Association of Motor Vehicle Administrators (AAMVA) award.

The Regional Public Affairs and Consumer Education award in the internally-produced brochure category was presented during the Region IV Conference June 5 in Honolulu.

Founded in 1933, AAMVA is a voluntary association of public service executives responsible for motor vehicle administration, driver licensing issues, and the enforcement of state and national laws that govern the safe use of vehicles on the roads in the United States and Canada.



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